

**Love Newquay / Newquay BID Assistant**

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## Minutes

### **Newquay BID Board Meeting**

*20<sup>th</sup> November 2024*

#### **Present:**

- Veryan Palmer, VP (Chair)
- Dirk Parker, DP
- Andy Cole, AC
- Andy Hannan, AHA
- Jenny Welsh JW
- Gill Moore GM
- Mark Warren, MW (BID Manager)
- Abigail Hubbucks, AH (BID assistant)

#### **Apologies:**

- Jeff Garside, JG
- Jonathan Start, JS

#### **Welcome and Apologies**

- VP welcomed those present and noted apologies.

#### **Previous Minutes**

- October meeting's minutes confirmed as accurate – AC moved, AHA seconded.

#### **Handed over to:**

DP: It's been in the news that Cornwall Council is going to sell off car parks, should BID look into buying one and making it free? Increase parking, increase business. Could monetise in the future through advertising boards/services. CC car park plan was made pre-internet.

- Questions around underestimation of costs, why would CC be selling the car parks, we could reinvest the revenue in the town, if the car parks were bought by wrong companies it would be bad for town, current state of car parks. NTC believes that car parks are on devolution list but will be put into packages with other liabilities.

DP: Cliff Road/MCM update

- CC have not done an individual business impact statement
- BID and Town Team putting joint request for impact assessment
- Advise businesses to collect footfall data, huq data may be necessary. MW: Springboard too expensive, could investigate joint huq with NTC
- Engagement meeting at Griffin – scored slamdunk. Proposed cheaper, simpler, joined-up alternative cycle route. CC not receptive.
- MW: BID anti-loss of parking and must look after businesses' interests – business support and representation
- AC: 2 platforms and rail service separate to road project.

## **Financial Report**

- Financial report shared
- £9.5K awarded from CC Town Delivery Fund (waiting for funds to arrive)
- £9336 to come in from remaining gazebo grant

## **Manager's Report**

### Re-ballot

- MW shared Plymouth got through re-ballot with 91% of vote. Rangers played a big part in their success
- Surveys to go out in New Year, will be paired with street meets
- AC commented street meets used to be well attended when held in Andy's Café and that business owners are very busy.

### Events

- Finished monthly markets for the year. Feedback at Shopwatch that the atmosphere was lovely and family-friendly. Notifications are in for next year's markets – costs will be passed to Cornwall Shop Small and markets will not cost BID anything
- AC and AHA explained that the Lyons who marshal town events 106 road closure training runs out soon – could BID contribute to training costs? MW emphasised that without these volunteer marshals BID couldn't run these events
- Lantern Parade this Friday, £15K from Experience Newquay plus NTC lights. GM commented that Blystra Arts have been fantastic
- Next week is Killacourt light switch on, 3 day event with music and market
- MOFS, BID contributing £500 and loaning infrastructure
- AC raised Dip for CLIC; DP highlighted Project 83 market
- Zombie Crawl great success, car parks and town centre busy. VP mooted idea of paddleboarding witches for next year. GM told that Trenance was very busy for their Halloween event on the Sunday. DP asked if we can get car park data from Zombie Crawl day.

### Safer

- Call today with Cornish BIDs re Ranger best practice.
- Have received stats from D&C Police for rangers and hotspot policing
- AH applying for Boardmasters funding for rangers
- Can AHA and Andy Curtis meet with BID to discuss joint funding of rangers?
- JW shared that having the rangers on the radio makes huge difference
- AC described his feelings that the rangers have made big difference to amount of street drinkers and ASB levels
- By the end of March there will be no rangers if we don't secure more funding. Chain stores want to see rangers in the street. Helen Toms looking into more PCC funding. Salt Projects also looking for more funding
- AH secured £9.5K from CC Town Delivery Fund to support 13 businesses to clean up their shop fronts and boost footfall to Trenance
- Third mural going up – DP added that future murals will be much more Newquay focussed, GM suggested using Newquay Archives/museum for inspiration.
- Additional lights in Crescent Lane and Harbour – VP suggested a social media competition for best Harbour Lights photograph. MW said we will create a Harbour Lights working group next year on request of Paddlefish Toys. GM suggested light installation on Central Quay
- Disc closing down, VP stated importance of bringing all parties around the table.

## Marketing

- MW circulated marketing report and highlighted the upcoming 12 Days of Christmas campaign.
- MW asked DP to be digital board support, DP accepted.
- VP said we must assign budget to social media
- AC suggested re-launching loyalty card. MW explained many businesses are not on loyalty scheme.
- Discussion around creating business listings for all businesses. Could be done by Oracle Design or in-house by AH, would need an extra day/week. MW to send out proposal via email.

## AOB

- AHA: lighting up Huer's Hut for pancreatic cancer tomorrow night. Discussion followed about lighting up/projecting onto Viaduct.

## Date of Next Meeting

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